

Q: When will we have access to e-bikes?

- We first need the Legislature to take action by updating state laws in regards to electric bikes. We also need to ensure a pricing structure that does not create new economic barriers for use or add confusion about the total cost to ride. Further, we want to be sure that the technology on the bikes is meant to last.

Q: What about dockless Bluebikes?

- This is unlikely in the near future. We will need to explore technological options for this to ensure compatibility with our station-based system. Stations provide the predictability and reliability we want in a public transportation system. We are following closely how other cities are incorporating dockless bikes, including in Chicago, Minneapolis, and DC.

Q: How are you improving system reliability?

- WE all have municipal-level standards for reliability that our contractor must meet. We talk quarterly about stations that are too-often full or empty. We brainstorm ways to increase reliability, including changing rebalancing patterns, adding more docks, or trying to site more stations nearby.

Q: How many employees does the system have?

- At this time, 40 people are employed to work on Bluebikes locally. More people will be hired seasonally as ridership picks up.

Q: Explain again the ownership and decision-making structure.

- Our system's operator was selected through a competitive bidding process at the regional level, via the Metropolitan Area Planning Council (MAPC). Each municipality holds its own contract with the operator based on that bid process. We also have an inter-municipal agreement that dictates our commitments to each other and how decisions can be made (beyond those established via our contracts). The municipalities meet once or twice a month at minimum to discuss the system, our goals, and to work together toward solutions.
- Blue Cross and Blue Shield of Massachusetts is our valued partner and title sponsor. They have helped fund the growth of the system, including new stations, improved technology, and successful marketing campaigns.
- Lyft operates the system under contracts with each municipality. Lyft is also responsible for leading marketing activities on our behalf and for facilitating the purchase of equipment.



Boston



Brookline



Cambridge



Everett



Somerville

Q: My friend and I visited the southernmost, easternmost, westernmost, and northernmost stations. Are we the reigning champions of Bluebikes?

- Yes, although you need to check on our expansion each year and visit any new stations that are further in any cardinal direction. We also reserve the right to crown other champions.

Q: How is MAPC involved, and can more municipalities in the region join Bluebikes?

- MAPC is a regional convener, bringing together the municipalities to share procurement and to help moderate discussions. They also provide some technical assistance. All of the municipalities within MAPC's boundaries are eligible to join the Bluebikes system under our regional procurement.

Q: How do you pay for ongoing operations costs? How much do you pay?

- Each municipality is different, depending on their contract and their needs. You can follow up with each independently to understand their specific expenses.

Q: Where can I find information about the discount program?

- Information about our discount based on income can be found at bluebikes.com/pricing/income-eligible-program.
- We also offer free 90-day passes for employees of grocery stores, pharmacies, local retail shops, and restaurants. Information about that program and how to apply is available at boston.gov/bike-share.
- You may be eligible for a discounted pass through your employer or school. You can see a current list of participating companies and schools at bluebikes.com/pricing/corporate-partners.



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